

Organizational Maturity Assessment

Insights today. A stronger tomorrow.

**People.
Processes.
Performance.**

A data-driven assessment of your current state and a roadmap for what's next.



Assess



Benchmark



Identify



Accelerate

Executive Summary

Your organization shows a solid foundation with clear strengths in People and Customer Experience, and meaningful opportunities in Operational Excellence and Technology.



Maturity Level

Developing

You have a strong foundation and are making good progress, with clear opportunities to accelerate in key areas.



+8

vs. industry average



+12

since last assessment



High

potential for impact

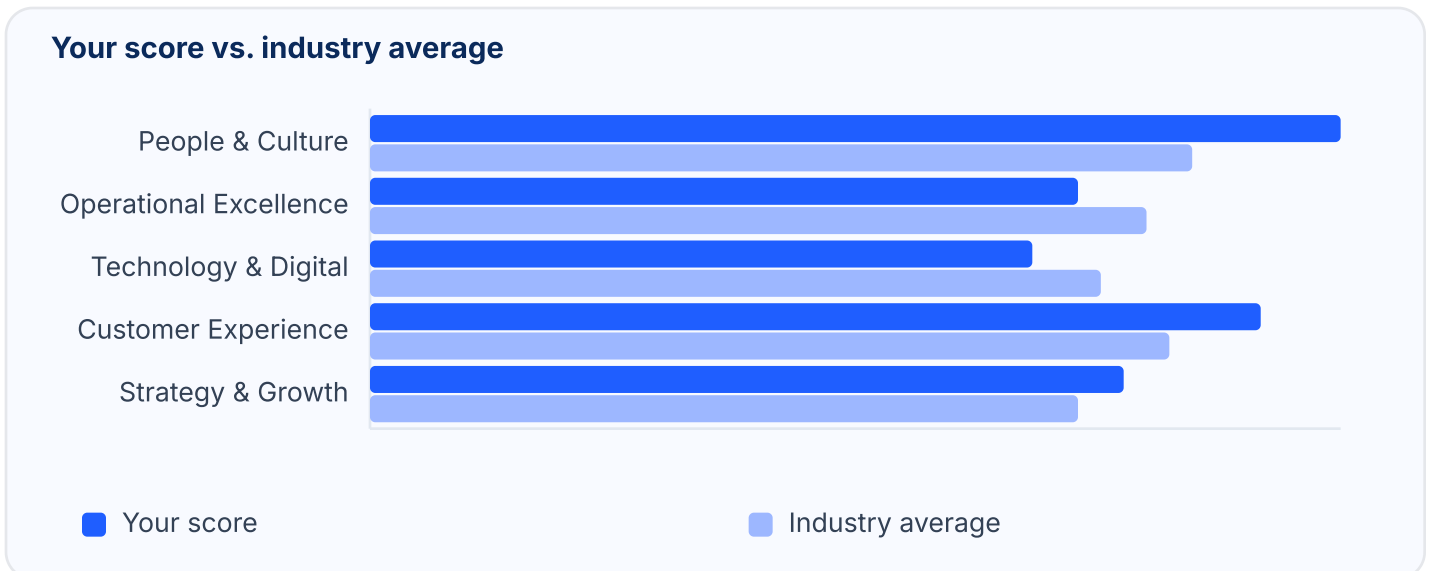
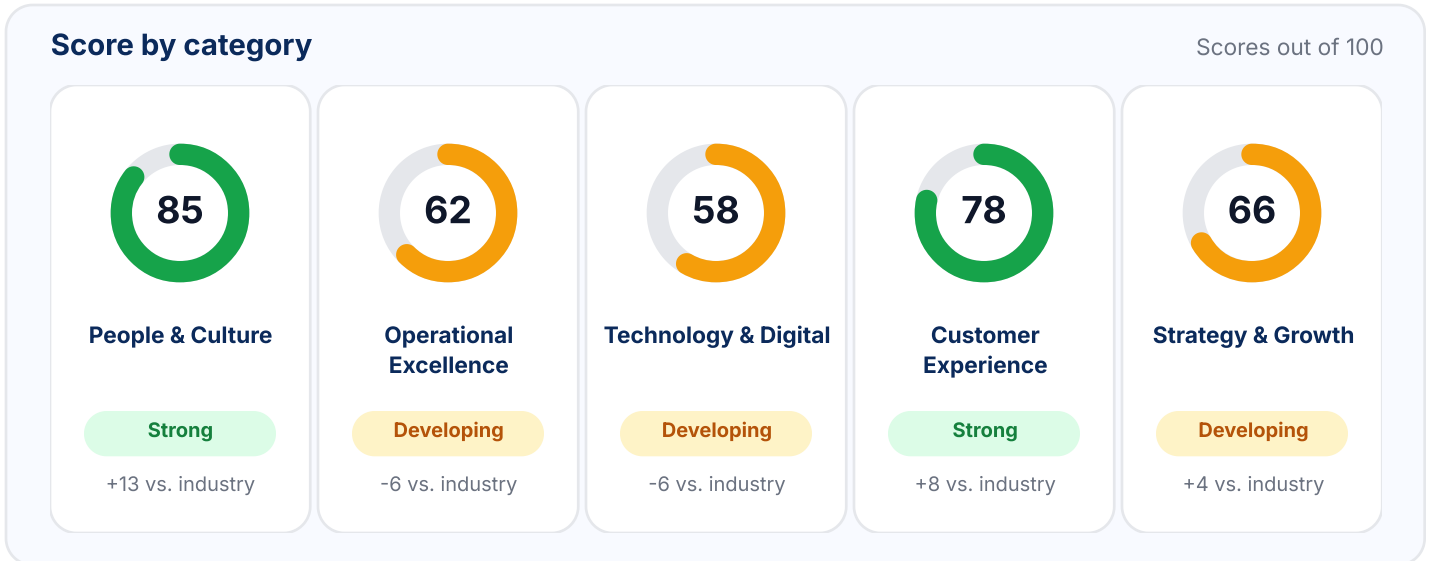


"Acme's assessment gave us a clear, unbiased view of our strengths and opportunities. The recommendations are practical and aligned with our strategic goals."

— **Sarah Mitchell**
CEO, Acme Co.

Category Breakdown

Your score, status and industry gap in each of the five dimensions



How to read this page

Each score is on a 0–100 scale. The status label and its colour are set by the score:

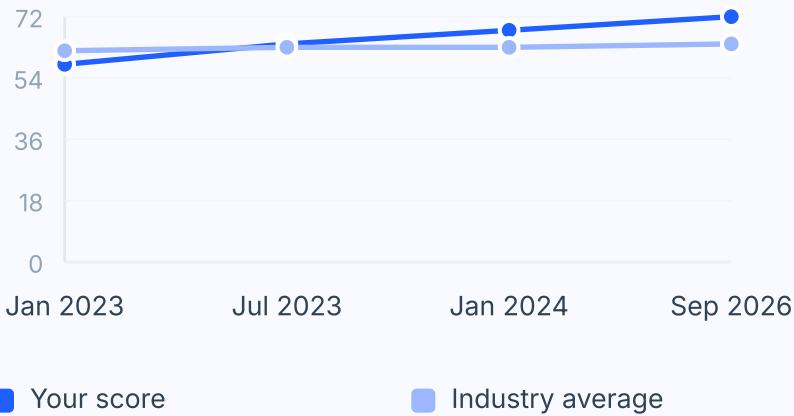
At risk below 40
 Developing 40–74
 Strong 75–85
 Leading 86 and above

The industry average reflects organizations of comparable size and sector. The recommendations on the last page are chosen from these scores.

Trends & Benchmarks

Your progress over time and how you compare to similar organizations

Overall Maturity Score Trend



Your Score vs. Industry

72

Your Score

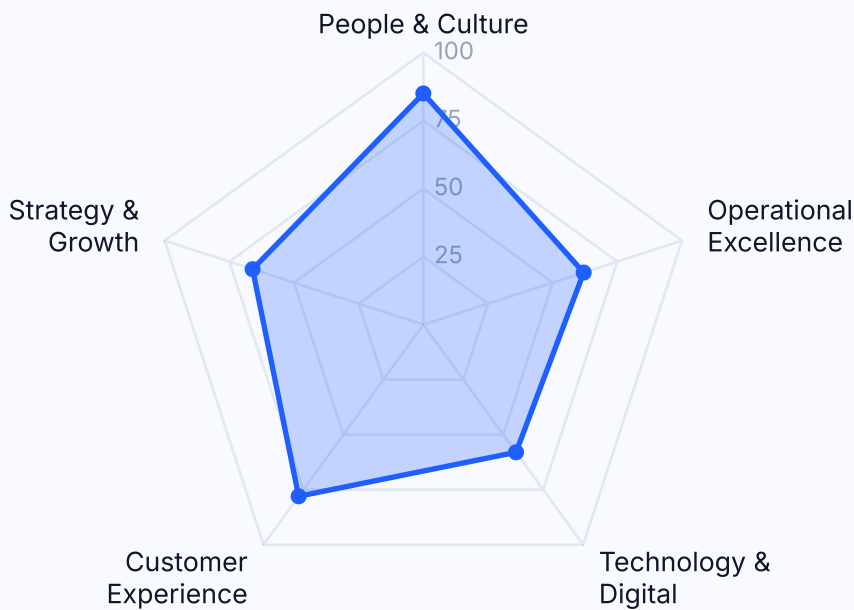
64

Industry Average

+8

Above Average

Category Performance



Key Takeaways

● Making Progress

Your overall score has improved by 12 points since the last assessment.

● Above Average

You outperform the industry average by 8 points overall.

● Impact Potential

High potential for impact from the recommended actions.

Recommendations

Focus on these actions to close the gaps and build on what already works

People & Culture

85 / 100

Maintain

Sustain an engaged, capable workforce

Keep measuring engagement, protect development budgets, and use your people strengths to support change in weaker dimensions.

Operational Excellence

62 / 100

Medium priority

Streamline key workflows

Document core processes, automate the quick wins, and set clear KPIs so that performance is consistent from team to team.

Technology & Digital

58 / 100

High priority

Modernize the core technology stack

Replace or integrate legacy systems in phases, starting with the tools that limit data visibility and day-to-day collaboration.

Customer Experience

78 / 100

Maintain

Turn loyal customers into advocates

Keep measuring at every touchpoint, and build on strong satisfaction scores with customer referral, review and co-creation programs.

Strategy & Growth

66 / 100

Medium priority

Turn strategy into measurable outcomes

Translate the strategy into owned goals, align budgets and teams behind them, and review progress together on a fixed monthly cadence.



"The greatest opportunity for Acme Co. is to build on a solid foundation by closing the gaps in its lowest-scoring dimensions. Doing so will position you for sustainable growth."

— Your assessment team